

# Suresh Kumar D

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I would love to work for an organization that focuses on symbiotic growth where I can use my experience, management & technical skills to carry out day to day business activities analyzing current business processes.

## EXPERIENCE

**Accenture, Bangalore** — Salesforce Developer

September 2017 – Present

## PROFESSIONAL SUMMARY

I am a thorough Salesforce professional, a Team player with excellent communication skills having 3+ years of experience in both Configuration and Customization.

- ❑ Experience in working as Salesforce Developer in Salesforce Projects and having good Understanding of CRM skills and its basic functionalities.
- ❑ Experienced in Requirement analysis, Technical design, Functional design, Risk analysis, Development and deployment using change set and Eclipse.
- ❑ Experience in Apex Triggers, Classes, VF pages, Standard and Custom controllers, TestClasses, Asynchronous Apex Methods.
- ❑ Experience in Lightning Aura Components, Lightning Web components.
- ❑ Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Approval Process, Workflows, Process Builder, Rules (Duplicate, Matching, Escalation, Assignment, sharing etc.), Organization/Application Security, Debugging, Validation rules, Reports, Dashboards.
- ❑ Experienced in performing Data migration activities using Apex Data Loader.
- ❑ Analyze requests from customers and work with the team to present the most effective solutions within the given deadline and keeping them appropriately updated on status.
- ❑ Quick Learner and ability to adapt to dynamic work environments.

## EDUCATION

**B.Tech** from Jawaharlal Nehru Technological University, Anantapur.

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Venkateswara Layout, BTM 1st  
stage Jaibheem Nagar,  
Bangalore, KA 560076.

## CONTACT DETAILS

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## TECHNICAL SKILLS

- ❑ Apex, Visualforce
- ❑ Lightning Aura Components
- ❑ Lightning Web Components

## DEPLOYMENT TOOLS

- ❑ VS Code
- ❑ ANT
- ❑ Workbench
- ❑ Change Sets

## PERSONAL SKILLS

- ❑ Leadership
- ❑ Decision Making
- ❑ Problem Solving
- ❑ Communication Management
- ❑ Self-Motivation
- ❑ Quick Learning

## LANGUAGES

- ❑ English
- ❑ Telugu
- ❑ Kannada
- ❑ Tamil

## PROJECTS UNDERTAKEN

### Tally – Sales and Service Implementation

**Role:** Salesforce Developer

Tally Solutions is a technology & innovation company, delivering business software for Small and Medium Businesses (SMBs) for over 3 decades.

We have implemented sales and service cloud to ease their business process.

#### Responsibilities:

- ❑ Worked closely with business analysts, and team members to understand the requirement and scope of implementation in the application.
- ❑ Developed the application based on user requirement using declarative and programmatic approach adhering Salesforce best practices and governor limits.
- ❑ Worked on Custom Lead Assignment and Case Assignment Logic.
- ❑ Worked on Rest API to bring in the data created in their database.
- ❑ Worked on Custom UIs using Lightning Aura Components.
- ❑ Resolved issues during UAT phase and helped deployment team during deployment phase.
- ❑ Analyzing, prioritizing and Handling Tickets and Creating Change Request Documents. Involved with various Change Requests raised by client.
- ❑ Customization of the product as per the requirement and creating the Data Model. Responsible for end to end implementation of Change request raised by Business and support the quality assurance and bug fixing the issues and requests raised by endusers.

### redBus– Service Cloud Implementation

**Role:** Salesforce Developer

redBus, India's largest online bus ticketing platform providing ticket booking facility through its website, iOS and Android mobile apps. It connects bus travelers with a network of over 2500 bus operators, across India, countries in South East Asia and Latin America.

They have implemented the existing functionality on Salesforce platform to ease the process & to expand their business globally. It will sync bus transaction data of redBus with Salesforce, and maintain the latest 4 months of Data in Salesforce. The Salesforce Org of redBus is using Enterprise Edition of the Service Cloud. Features such Service Console, Cases, Email to Case, Escalation Rules are the main components of Service Cloud, which have also been implemented in redBus.

#### Responsibilities:

- ❑ Worked on Queues to assign cases to various teams
- ❑ Worked on Controllers - Custom Controller and Controller Extensions.
- ❑ Worked on Lightning Aura Components to create quick cases.
- ❑ Worked on Rest API to bring in the cases created in their database.
- ❑ Hands on experience on Triggers, Data Loader and VF pages.
- ❑ Worked on Custom Settings, Custom Labels
- ❑ Created Page layouts, Record types and Validation rules
- ❑ Worked on Bulk API Batch Apex, Schedule Apex.
- ❑ Worked on OWD and Sharing Settings
- ❑ Created Profiles and Roles
- ❑ Migrated custom code from sandbox org to Production org using migration tools

## **L&T Valves – Community Cloud Implementation**

**Role:** Salesforce Admin/Developer

L&T Valves Limited (Formerly Ausco India Limited) is a wholly owned subsidiary of Larsen & Toubro. Backed by an fifty-year track-record of excellence and world-leading innovation, the company provides engineered flow-control solutions for key sectors of the economy such as oil & gas, power, petrochemicals, chemicals, fertilizers and pharmaceuticals.

Their product range includes various types of valves such as Gate, Globe & Check Valves, Trunnion - mounted Ball Valves, Process Ball Valves, Triple-offset Butterfly Valves, Flanged & Wafer-type Butterfly Valves, Control Valves, as well as Customized Solutions.

### **Responsibilities:**

- ❑ Hands on Experience in Communities.
- ❑ Configured Community Portal for L&T Valves.
- ❑ Worked on Lightning Aura Components for Custom UI in creating orders.
- ❑ Preparation technical Design Documents and Deployment Documents.
- ❑ Involved in creating Sandboxes for Development, testing and UAT Environments.
- ❑ Record-Level, Field Level security and configured their sharing settings.
- ❑ Involved on Organization wide defaults and sharing rule setup to share and restrict data to Groups.
- ❑ Analytics- Creating custom reports, creating dashboards, creating report types.
- ❑ Configured page layouts, workflows, document templates, and record types and data fields.
- ❑ Analytics- Creating custom reports, creating dashboards, creating report types.

### **DECLARATION:**

I hereby declare that details provided by me above are correct and I have knowingly not misrepresented any information.

**Date:**

**Place:** Bengaluru